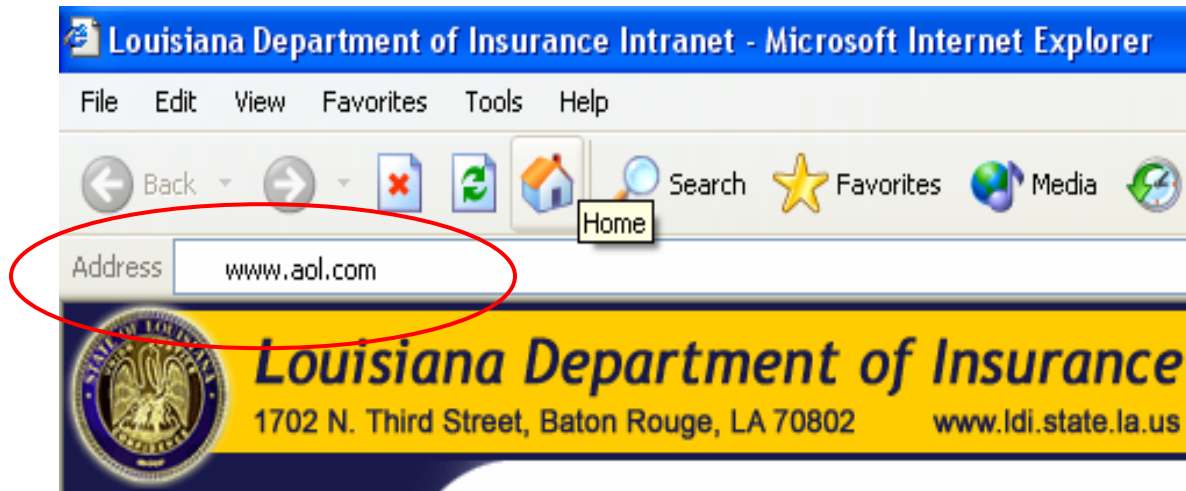


How to Access your AOL Spam Folder:

To retrieve your email from the spam folder you need to logon to web mail. Below are the steps:

1. Open your web browser and type www.aol.com in the address bar, click enter or press the Go button.



2. The AOL home page should populate in the browser.



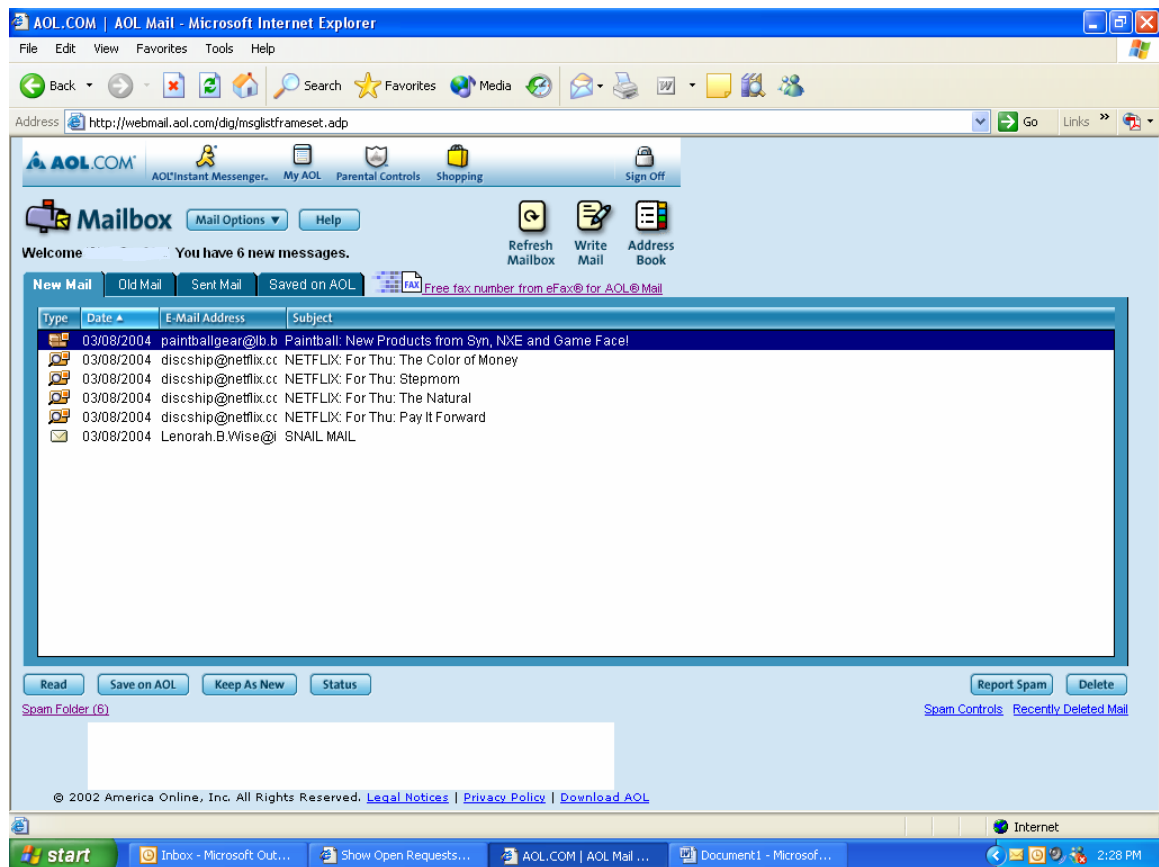
3. On the right side of the page, use the sign on to access your email. Type in **YOUR** screen name and password and press enter.



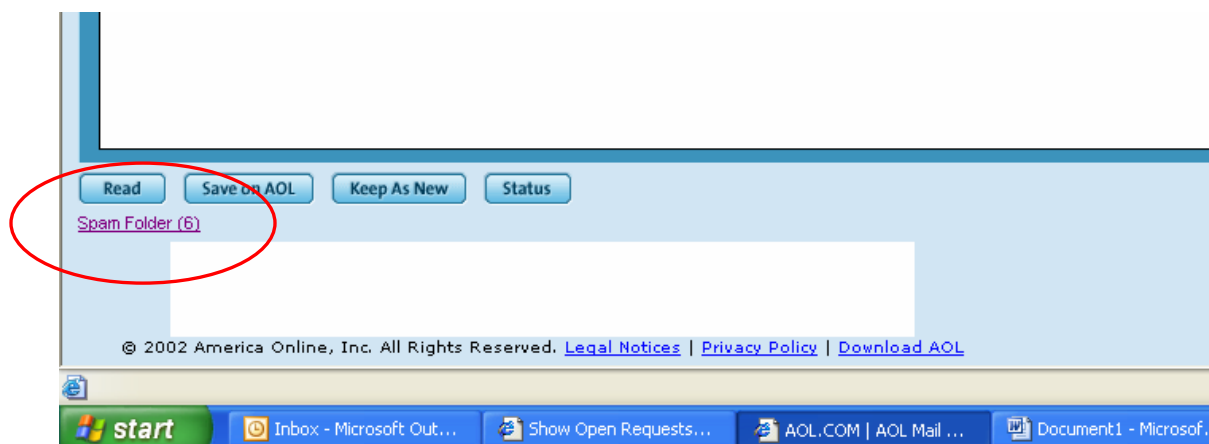
4. Click on AOL®Mail icon to view your mail.



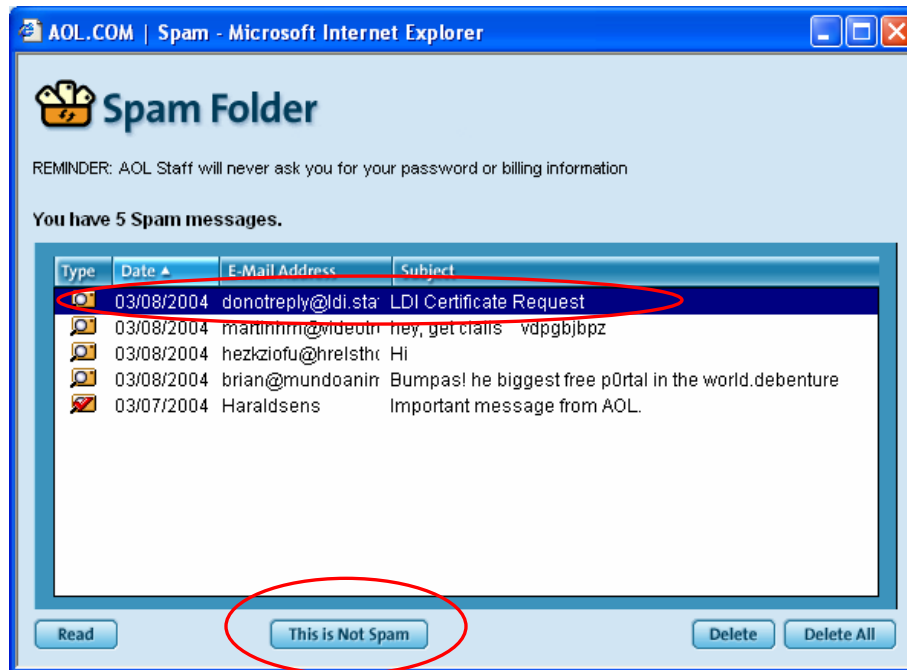
5. Your inbox should populate and look like the following:



6. At the bottom of the page locate the Spam Folder link. Click the link to view your spam emails.



7. A window should pop up displaying your spam mail. If you click the link and a window doesn't pop up, you may have a pop-up blocker installed and need to temporarily disable it or use the keystroke combination given to you by the software vendor to allow pop-ups. The email from the Department of Insurance will have an address of donotreply@ldi.state.la.us with the subject line: LDI Certificate Request. To request that emails from ldi.state.la.us not to be treated as spam, click the "This is Not Spam" button and the email will be sent to your inbox. From then on when you request a certificate the email will not go to the spam folder.



If there is no email located within your inbox or the spam folder then contact AOL to get directions on how to set your spam mail settings.